



August 2023 Newsletter

Issue #47

MY CU Services Update

Wow, can you believe it? MY CU Services has been around for 23 years!

That's right, it's been 23 years since the very beginning of our journey, when our main focus was offering electronic bill payment services to credit unions. A lot has happened since then, and we've seen so many changes in that time. Case in point, payments have now evolved to be instant and contactless, and technology is more prevalent than ever!

While the MY CU Services story has been exceptional all on its own, we're excited to have reached this 23-year milestone. You might be wondering, what's so special about the 23rd anniversary? Well, it's a big one, as it's marked by silver plate.

That's incredibly exciting, because we always strive to offer your credit union all the best in payment, core and technology services on a silver platter! Between the expertise and credentials of our tenured staff, our quest to share the latest in educational opportunities and the partnerships that fuel our back-end financial services, we work hard to make sure you get the best of the best..

So, let's raise a glass to 23 years of MY CU Services and all the amazing things we've accomplished together. And here's to many more years of success and growth, as we continue to pave a unique path for credit unions everywhere. Cheers!

Product Spotlight: The FedNow Service is Here!

And by here, we don't just mean it's live. We mean the service is ready and waiting for your credit union to join through Vizo Financial and MY CU Services!

As the payment services CUSO of Vizo Financial, we at MY CU Services are versed in the workings of the FedNow® Service, including settlement for send and receive capabilities for 24/7/365 instant payments.

In fact, Vizo Financial is certified to offer settlement for FedNow® Service instant payments. In addition, we are able to provide receiving capabilities through our payments provider, Aptys Solutions, with send capabilities to come in the near future. Our goal is to support all payment methods requested by credit unions and clients, which may include, but are not limited to account-to-account payments, person-to-person payments, bill payments, loan payments, other consumer payments, transfers and settlement services.

And the best part about the FedNow® Service is that it truly is instantaneous. From initiation to confirmation, the entire process works in just a matter of seconds.

If you want to know more about the FedNow® Service and how MY CU Services, along with Vizo Financial, can act as your connection to the service, [watch this video!](#)

When you're done doing that happy dance of yours, we encourage you to learn how you can take advantage of the FedNow® Service through MY CU Services and Vizo Financial on the [Instant Payments: The FedNow® Service](#) page on our website, or reach out to our sales team at sales@mycuservices.com!

Instant payments through the FedNow® Service are happening now. And that only leaves one conclusion...it's time to start your FedNow® Service journey with us...well...now!

Upcoming Education Session

Each quarter, MY CU Services will be hosting an educational webinar to provide credit unions with pertinent information about payments, technology or one of our products/services. The session(s) will be part of Vizo Financial's education lineup. Here are the upcoming webinars for the third quarter of 2023:

FAQ: Exception Handling Webinar

Kari Kronberg, director of education, Macha/PAR
August 31, 2023 at 10:00 a.m. ET

Do you wish you were more exceptional at handling exceptions? During this session, we'll discuss the most frequently asked questions regarding share drafts, cards and ACH exceptions.

This session will:

- Answer all your questions on exception handling.
- Focus on exception handling for share drafts, cards and ACH.

This 90-minute webinar is designed for credit union staff responsible for share drafts, cards and ACH exceptions or anyone who wishes to learn more about exception handling. There is no fee to attend this educational webinar; however, registration is required.

To Ask or Not to Ask? That Is the Question – Return Request or Reversal Webinar

Jessica Lellii, director of education, Macha/PAR
September 28, 2023 at 2:00 p.m. ET

Is it better to ask permission or forgiveness? In the ACH Network, always ask permission. Join this educational session to learn more about the differences between properly initiated reversals and return request situations.

We will discuss:

- When to initiate a reversal versus a return request.
- The difference between a return request and a reversal.

This 90-minute webinar is designed for ACH professionals, ACH operations staff, audit staff, compliance staff, AAPs or anyone who wishes to learn more about ACH return requests and reversals. There is no fee to attend this educational webinar; however, registration is required.

New Webinar Recordings Available!

And in more education news, we're happy to share that the following recordings from recent payment-related webinars are available. Watch them whenever and wherever is convenient for you! You can find the recordings on the [Education](#) page of our [website](#). Happy viewing!

- [Ace Your Audit – RDFI](#)
- [Card Disputes Master Class](#)
- [Learn More About Our Managed IT Services](#)
- [A Deep Dive into FedNow Service Features and 24/7/365 Operations](#)

2023 Virtual Payments Conference: The Premier Place for Payments Education!

What's the marquee of any credit union? Its payment solutions, of course! With all the glitz and glam of new advancements in the payments world, it's time to shed some light on the modern payments landscape and take action to improve your institution's understanding of how innovation, regulation and transformation are intertwined.

Cue Vizo Financial's virtual Payments Conference, the premier place for payments education! This virtual event will take place from October 25-26, 2023, on a screen near you. Let the leaders in payments walk you down the red carpet of essential payment trends, tech and tactics to enhance your credit union's lineup and meet evolving member needs.

Here are some rave reviews from last year's Payments Conference attendees:

"I really enjoyed the Payments Conference this year! You brought in some great speakers who spoke about some very interesting topics which are very pertinent to our credit union. I also liked that you had a combination of different topics...I am looking forward to attending next year."

"The material was relevant and at the appropriate level. It was easy to understand and the speakers were engaging...Brilliant!"

"The organization was phenomenal. The ease of access was so much better than other virtual events I have attended..."

So, here's your sign – attend Vizo Financial's 2023 Payments Conference and cash in on some seriously good payments education!

Look for registration...coming soon!

Stay in touch!



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MY CU Services

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